

**PUBLIC SAFETY DISPATCHER  
TITLE 30350, SUBTITLE 01, NON-EXEMPT  
TECHNICAL BAND, ZONE 1  
CLOSING DATE: Open Until Filled**



**SCOPE OF WORK:**

Directs calls for service for emergency purposes and directs non-emergency inquiries.

**BUDGETARY RESPONSIBILITIES:**

None.

**ESSENTIAL JOB DUTIES:**

- \* Answers the phone and assists citizens with requests for emergency and non-emergency service for police, fire, sheriff and emergency medical service.
- \* Directs citizen inquiries and non-emergency calls to the appropriate agency or organization.
- \* Dispatches law enforcement and fire and rescue personnel and notifies support and crisis personnel as needed through the use of multi-channel radio system and computer aided dispatch system.
- \* Requests and disseminates vehicle registration, driver's license, criminal history information through the use of the Texas/National Computer System (TCIC, NCIC).
- \* Obtains computer information and disseminates to law enforcement officials and investigators. Enters related information into the system.
- \* Sends and receives teletype information to and from related agencies.
- \* Maintains records of work performed.
- \* Performs related duties as assigned.

**PHYSICAL AND ENVIRONMENTAL CONDITIONS:**

Ability to sit, stand and move inside the building. Employee sits at a terminal and listens to a communications headset in order to process or dispatch calls and to complete paperwork. Must be able to communicate clearly under what, at times, could be highly complex and stressful situations. Ability to read and discern visual images that are on small liquid crystal displays and discern between multi-colored lights.

**REQUIRED CONTACTS:**

Ability to work with dispatch equipment and communicate with citizens and emergency personnel in highly stressful, possibly emergency situations. Employee communicates with other employees in the work group, citizens and other law enforcement agencies in order to discuss requests for service and possible criminal activities. Will also exchange information or request assistance from other agencies and make referrals when necessary.

**REQUIRED QUALIFICATIONS:**

**Knowledge, Abilities and Skills**

Ability to read and understand technical and professional manuals in order to record work activities, keep records or work with computers. Skill in the operation and maintenance of a number of office machines and equipment such as specialized computers and related information systems and two-way radio dispatch equipment. Typing speed of 35 words per minute. Employees work rotating shifts and gather, organize, translate and process information from various emergency callers.

**Minimum Education, Experience and Certification**

High school diploma or equivalent required with one to three years of experience in a clerical position, preferably with experience in data entry and general personal computing skills.

**WAGES & HOURS:**

\$2300.00/mth; Rotating Shift; Rotating Days Off